



SPECIAL SECTION

Guide to Emergency and Disaster Preparedness

There's an old saying — an emergency is the last thing on your mind until it's the first thing on your mind. Whether it's a brief unexpected power outage or a more serious natural disaster like a flood or earthquake, emergencies are always disruptive, often without warning and sometimes life-threatening. Simply stated, emergencies will happen. And when they do, you need to be able to minimize the impact they will have on you and your loved ones.

California's infamous earthquakes are Sunnyvale's major natural hazard. But truth be told, the most important thing is to be as prepared as possible, regardless of the type of emergency. First responders and other City personnel will be prioritizing their response around life-safety needs so it is critical that you know how to manage yourself, your behavior and your circumstances during unfamiliar and potentially hazardous situations. Your first response to an emergency is likely to be fear. This natural, intense state prepares you for action and your instincts take charge while normal mental faculties decline. Having a bank of learned options to support your instincts will greatly assist you – and that's where preparation and practice come in.

Since there is an abundance of emergency preparedness material available, we put together this special pull-out section in the Quarterly Report as a quick reference to help guide you with some of the most essential steps. These are the things that form the foundation of good preparation. If you've completed some but not all, make it a New Year's resolution to finish the list. If you've already done them – that's great! For you, we've included additional recommendations for other actions you can take or ways you can get more involved in helping your neighborhood or the City. Whether or not you have personally been in an emergency situation, making the time to learn and prepare now will bring you peace of mind and the confidence you'll need when an emergency does occur – so start today! 🌱

City Response

What Happens in an Emergency?

The City of Sunnyvale's Office of Emergency Services (OES) provides services to the community and City departments to prepare us for an effective response to all types of emergencies and to reduce the impact they will have on our lives. To do this, OES maintains the City's Emergency Plan and, in the event of a

major emergency or disaster, helps coordinate the City's response through the Emergency Operations Center (EOC). Every City department has a function that assists in the overall effort to respond to, and eventually recover from, a disaster. Some of these functions include:

PUBLIC SAFETY – Perform urban search & rescue, fire suppression, and emergency medical services; keep public order

PUBLIC WORKS – Manage debris cleanup and disposal; inspect and maintain public facilities; inspect damaged structures; support restoration of utilities

SITUATION STATUS – Keep the EOC informed about field operation status and what still needs to be accomplished

COMMUNICATIONS – Maintain communications among all staff and units of the EOC; maintain and restore essential communications equipment; manage the City's amateur radio volunteers

CARE AND SHELTER – Coordinate activation and support of public shelters throughout the city; coordinate meals for City staff and disaster service workers

FACILITIES – Ensure that essential City facilities are operational, including the EOC; support restoration of services and utilities

INFORMATION SYSTEMS – Coordinate and oversee the management of essential information systems and networks

VOLUNTEER MANAGEMENT – Coordinate the recruitment, registration, and placement of volunteers to augment the City's emergency operations

LOGISTICS – Provide facilities, equipment, supplies, transportation, materials and services in support of the disaster

FINANCE – Manage all financial aspects of the emergency; assist in the economic stabilization and recovery of the City after a disaster; obtain eligible reimbursement and other funding from state and federal sources

PUBLIC INFORMATION OFFICER – Prioritize and release emergency information and instructions to the public through all available channels; respond to media and public inquiries



Be Ready

Four Steps to Emergency Preparedness

We live in a heavily built, densely populated area. Sunnyvale's police, fire and emergency medical services will be tasked differently during a major disaster based on life-safety needs. That is why each person in the city needs to be able to care for themselves for a minimum of three days after a disaster. Since the type and magnitude of a disaster will affect how long you will be without essential services, it is best to prepare for the worst case scenario and plan for several days and up to a couple of weeks. By working through the four steps on these pages, you will be well on your way.

STEP 1 BE INFORMED

Staying informed in advance of and during an emergency is essential to knowing how to prepare and what to do. Depending on the type of incident, federal, state and county emergency notification systems may be deployed. At the local level, the City will use its website, social media channels, emergency radio station (Alert 1680 AM) and cable channel (KSUN15 on Comcast) as well as work with the media to get information to the public. Agencies will also use reverse 9-1-1 phone systems to disseminate public safety messages.

Take These Actions Now

- Sign up for Nixle** – Register for the City's free community information service at Nixle.com; customize alerts based on your choice of locations and topics and whether they're sent to your phone and/or email
- Sign up for AlertSCC** – Register for Santa Clara County's emergency notification system at AlertSCC.com
- Follow the City on social media:** @CityofSunnyvale and @SunnyvaleDPS on Twitter; City of Sunnyvale on Facebook and Google+

Do More When You Can

- Download and read the **Emergency Preparedness Workbook** at OES.inSunnyvale.com
- Read more about emergencies and how to prepare at:**
 - Federal Emergency Management Agency (FEMA) – Ready.gov
 - California Office of Emergency Services – oes.ca.gov
 - California Department of Public Health – BePreparedCalifornia.ca.gov

STEP 2 MAKE A PLAN

Emergencies can strike quickly and without warning. They can force you to evacuate or confine you to your workplace, school or home. You and your family also may be in different places so you need to make a plan that will help everyone know how to cope with an emergency. Having a plan is your best protection and your responsibility.

Take These Actions Now

- Find out the emergency procedures for your work, children's daycare and schools, etc.

Reliable Communication: The Backbone of Emergency Response



Emergencies easily can disrupt our normal communications channels making reliable backup essential for response efforts. The Sunnyvale Amateur Radio Emergency Service (SARES) is a local group of FCC-licensed radio amateurs who have registered their capabilities and equipment for public service. They serve Sunnyvale's Department of Public Safety without compensation of any kind and provide reliable backup communication links as well as additional eyes, ears and hands wherever needed, always linked with 2-way radio. They're also called upon to provide mutual aid to neighboring cities, the County of Santa Clara's Office of Emergency Services and organizations such as the American Red Cross and The Salvation Army. For more information including membership and radio frequencies, visit www.sunnyvaleares.org or email SARES@sunnyvale.ca.gov.



SARES volunteers relaying messages to the EOC from Fire Station 5 during the citywide emergency exercise in October 2013

- Complete the simple two-page Family Communication Plan worksheets** for adults and kids from Ready.gov
 - Discuss where your family might be and determine how you will communicate and reunite
 - Document your emergency contact information, including an out-of-area contact
 - Review escape routes from your home and establish a meeting place outside
 - Take into account any special needs of family members and pets
- Review procedures for shutting off gas, water and electricity at your home**
- Review and practice your plan twice a year and keep it up to date**

All schools and school districts that serve Sunnyvale have emergency procedures in place. Most schools also have an emergency notification process such as an email or phone system. Lockdown procedures, previously known as Code Red, have been in place for many years and are taught every school year. These procedures are followed for an emergency situation on or a threat to the campus. Code Blue, also known as Shelter in Place, is a procedure set up for a potential threat near a campus.

Do More When You Can

- Share your emergency contact information** with family and neighbors



SNAP participants practice shoring techniques to stabilize a ceiling



A SNAP participant prepares materials for a search and rescue practice drill



SNAP participants learn how to lift and move heavy debris like this concrete slab

STEP 3 BUILD A KIT

Essential services like power and water may not be available for some time during and after a disaster. The typical time for outside assistance to reach an impacted area is 72 to 96 hours if there is reasonable access. You need to build and maintain a disaster supplies kit to lessen the impact the lack of services and resources will have on you and your family. Keep enough supplies to meet your needs for at least three days; consider a one to two week supply for the best level of preparedness.

Take These Actions Now

- If you do nothing else, start with the most important emergency supply – water! You need to have one gallon per person per day.
- Determine where you will need to have emergency supplies (e.g., home, workplace, vehicle)
- Review the Disaster Supplies Kit Checklist on page 10
 - Identify what you already have and what you will need to get

- Tailor the items to fit your needs; for example, choose non-perishable foods familiar to your family

- Identify how you will store the supplies – containers should be sturdy and easy to carry such as backpacks, duffel bags or covered trash containers with wheels

Do More When You Can

- Assemble a Disaster Supplies Kit with items you may need in an evacuation – be sure to include cash, medicine, keys and insurance paperwork

STEP 4 GET INVOLVED

In addition to ensuring your own personal preparedness, you can participate in other programs and activities that benefit your neighborhood and the community. The more prepared and informed we all are, the more we'll be able to support the emergency response efforts, especially if first responders are overwhelmed by a major disaster. Once you've taken steps to make

sure you and your family will be self-reliant, consider getting involved to help others.

Take These Actions Now

- Explore OES's emergency preparedness training options at OES.inSunnyvale.com
 - Sign up for the Personal Emergency Preparedness (PEP) course – This jam-packed two-hour course is a perfect way to kick-start your preparedness activities by focusing on what to prepare and how to prioritize your activities.
 - Sign up for the Sunnyvale Neighbors Actively Prepare (SNAP) course – This hands-on course will empower you to assist OES and do the greatest good for the greatest number of people in an emergency. Held one evening a week for seven weeks, the course is a series of practical skill-building exercises on everything from conducting hazard surveys and light search

and rescue to fire safety and suppression.

Do More When You Can

- Encourage your neighbors to prepare and help organize your neighborhood
 - Call OES at (408) 730-7190 to request an emergency preparedness presentation for your community or neighborhood group
 - Sign up for Sunnyvale Neighbors Actively Prepare 2 (SNAP2) – Designed for residents who have taken the SNAP course, this program assists you with organizing preparedness at a neighborhood level. You'll learn how to take a leadership role to help your neighbors get to know one another and support the neighborhood in an emergency through practical exercises like "Map Your Neighborhood."
 - Contact local response organizations like SARES and the Red Cross to find out about volunteer opportunities 🌱

There's an App for That



The FEMA App contains disaster safety tips, an interactive emergency kit list, emergency meeting location information, and a map with open shelters and open FEMA Disaster Recovery Centers (DRCs).



Earthquake by American Red Cross sends earthquake alerts, provides instructions on what to do before, during and after an earthquake and includes an "I'm Safe" feature to notify family and friends that you are okay.



Shelter Finder by American Red Cross maps shelter locations across the United States enabling you to zoom in to the local area and get specifics on the open shelter nearest you.



First Aid by American Red Cross puts simple step-by-step advice for everyday emergencies in your hands, along with videos and interactive quizzes.



The American Heart Association's Pocket First Aid & CPR App (\$1.99) provides quick instructions for first aid and CPR that could help save a life in an emergency.



Emergency Preparedness

Disaster Supplies Kit Checklist

Many of the online resources referenced in this guide contain comprehensive checklists of the emergency supplies you may need in your kits. This is a partial list of some of the most essential items to get you started. Review this along with the tips in Step 3: Build a Kit on page 9.

- Water; one gallon per person per day, for drinking and sanitation
- Non-perishable food and a manual can opener
- One change of clothing and footwear per person
- One blanket or sleeping bag per person
- Special items for infants and elderly or disabled family members
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- An extra set of car keys
- Cash
- Flashlight and extra batteries
- First aid kit
- Your family's prescriptions and medications
- Whistle to signal for help
- Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter in place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Local maps
- Cell phone with charger, inverter or solar charger
- Keep important family documents in a waterproof container

At the Ready

Sunnyvale Disaster Shelters

Project ARK, a disaster shelter program, is a cooperative effort between the City of Sunnyvale, the American Red Cross Santa Clara Valley Chapter, and four school districts within the city: Sunnyvale, Santa Clara Union, Cupertino Union and Fremont Unified. Project ARK provides twelve large emergency supply containers, known as ARKs, strategically placed at school sites around the city. Each ARK can support up to 300 people and contains emergency supplies and other essential items needed to open an

American Red Cross Mass Care Shelter. Schools were chosen as disaster shelter sites for several reasons – they are built to stronger seismic code than most buildings; have gyms or other areas for sleeping; and feature kitchen and rest room facilities for large numbers of people. The ARK sites are: Bishop Elementary School; Columbia Middle School; Cupertino Middle School; Fremont High School; Lakewood Elementary School; Peterson Middle School; Ponderosa Elementary School; Sunnyvale Middle School. 🌱

Mobilized for Response

Sunnyvale uses its 40-foot Mobile Emergency Operations Center (MEOC) vehicle for emergency response, from crimes scenes to fires and disasters. The MEOC has three sections – a conference room, a dispatch area and an office space – that enable it to serve as an effective mobile command center that can be deployed at a moment's notice to field locations in support of police and fire personnel.



Message from Lt. Vinny Mata, OES Coordinator

While it is impossible to predict most emergencies, we have a great deal of control over how prepared we are. As someone who is immersed in emergency preparedness, I understand how overwhelming the information can seem and how challenging it can be to find time to plan and then gather your materials. I encourage you to use this guide as a starting point. When I meet with neighborhood and community organizations, I emphasize the importance of taking a few simple steps at a time and focusing on the most important items first. I also want to thank our many OES volunteers who help in ways large and small to make sure we are as ready as we can be. Not only do they expand our preparation services, they create an invaluable link between the community and emergency responders in real emergencies. If you can, get involved; it is easy to tailor your role to your time, interests and skills. With emergency preparedness, every little bit counts!

Lieutenant Vinny Mata manages the City's Office of Emergency Services with help from a team of volunteers who conduct training workshops, give community presentations and donate their time and skills toward helping the City prepare for and respond to emergencies.

